
SECTION J, ATTACHMENT VIII

The factors for Volume I are presented below. The pricing table for Volume II is Attachment IX of Section J. The instructions for completing both of these volumes are provided in Section L.

Volume I, Business & Technical Management ProposalFactor 1 – Management Approach

1. Customer Service (C.5.12, C.5.13): Describe your customer service program. Include information on items such as: requests for technical assistance, quote preparation, status of orders, delivery verification, etc. (1 page maximum)
2. Provide your teaming strategy (3 page maximum). Your submission must describe an integrated, thoughtful, and effective approach that your company intends to employ during the contract period of performance. This teaming strategy reflects how your company will ensure compliance to the performance parameters outlined in the SOW Section C.5.18 through established procedures that necessitate the management of partner relationships. At a minimum the teaming strategy must address the following:
 - The anticipated participants and any final agreements that may be utilized to conduct routine interfaces, minimize disconnects, and maintain performance
 - The duties, strengths, areas, and functions that the partner will play in performance of the contract
 - Management processes and procedures that will benefit the contract (e.g., customer service, schedules, costs, reliability)
3. Contract Compliance (C.5.18): Describe the procedures you will use to track and ensure compliance to the following contract performance measures: requests for quotes, service calls, order acknowledgements, shipping notifications, and shipping time limits. (2 page maximum)
4. Quality Assurance (C.5.17): Describe a quality assurance procedure (e.g., checklists, audits, reviews) already in place for your company, its purpose, actions taken to ensure compliance and your performance measurements. If your company has ISO certification, please provide the date you were audited and found to be in compliance with the standard. (1 page maximum)
5. Supply Chain Risk Management (C.5.21): Describe how your company addresses supply chain risk management to ensure the Government's acquisition of safe and secure IT hardware and software. Supply chain risks include natural hazards, viruses, data security, demand variability, supply fluctuations, etc. (2 page maximum)

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Factor 2 – Technical Approach

1. Provide information on how your company will acquire and deliver products to DOT locations worldwide (Section F). Include information on the following: package inspection, emergency orders, on-time delivery performance, compliance with shipping instructions and confirmation of receipt. (1 page maximum)
2. Demonstrate your company's capability for providing an Internet based Web portal (C.5.8) by providing a website address, guest logon name and password to a non-restricted custom website (i.e. beta site or available to any federal customers). At a minimum, the website should have the following capabilities: show sample products and prices, provide informational documents and hyperlinks, and permit adding items to a shopping cart. (1 page maximum)
3. Business Intelligence (C.5.6): What procedures and tools (reporting, analysis, forecasting) will be used by your company to help the Government to achieve greater efficiencies and taxpayer savings? Items for consideration: opportunities for consolidation and reduction of costs, opportunities for strategic sourcing initiatives, lowering the total cost of ownership (1 page maximum).
4. Describe how your company can help the Government achieve its goal of managing the configuration (C.5.2) of its IT hardware and allow for technology refresh or improvement (C.5.7). (1 page maximum)

Factor 3 – Relevant Experience / Past Performance

1. Provide three (3) examples of your company's past performance on other contracts of similar complexity and scope (3 page maximum). **ALL** of the cells in the following table must be filled. Send the Past Performance Questionnaire to the point of contact (POC) for each reference (Section J, Attachment X) and request that the POC respond as soon as possible.

Reference # 1	
Contract #	
Point of contact's name, current phone number and email address	
Contract dollar value	
Period of performance	
Description of products and services	

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Description of delivery locations	
Explain how the contract is similar in scope and complexity	
Reference # 2	
Contract #	
Point of contact's name, current phone number and email address	
Contract dollar value	
Period of performance	
Description of products and services	
Description of delivery locations	
Explain how the contract is similar in scope and complexity	
Reference # 3	
Contract #	
Point of contact's name, current phone number and email address	
Contract dollar value	
Period of performance	
Description of products and services	
Description of delivery locations	
Explain how the contract is similar in scope and complexity	

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2. Based on your past experience with contracts of similar complexity and scope, please describe how you track customer satisfaction and how you resolve performance issues (e.g., unresponsiveness to phone calls and emails, late shipments, price discrepancies, reporting issues). Do you have an established and institutionalized approach? (1 page maximum).